



Director of Operations and Business Development

Closing Date: February 15, 2012

Family Service Regina is a non-profit community based organization and registered charity. The agency has been providing programs and services to the citizens and families of Regina and surrounding area for over 80 years. Fseap is a National Employee Assistance Program provider comprised of a network of not for profit agencies, each of which had demonstrated its capacity over several decades. Fseap – Regina is a program of Family Service Regina and we reinvest our profits back into the local community in the form of innovative programs and services to those most in need.

The Director of Operations and Business Development at Family Service Regina is a new senior level position designed to allow Family Service Regina to take a highly sophisticated approach to the organization's operations; strengthen Family Service Regina's internal processes and planning capacity; and expand Family Service Regina's ability to develop and execute sustainability strategies in its priority areas of work.

Working with the Executive Director, this position will ensure the day-to-day operations of Family Service Regina are managed smoothly and efficiently. This position is part of the management team and fulfills the duties of the Executive Director in periods of absence. Responsibilities include but are not limited to:

- Assessing workflow processes to improve efficiency, productivity, accuracy and organizational capacity,
- Review and monitoring of communication strategies,
- Oversee program outcome measurement processes and implementation and analysis of the data

The Director of Operations and Business Development will play a critical role in the success of fseap Regina, a program of Family Service Regina. This position will be responsible for the program management with responsibilities including but not limited to:

- Providing excellent customer service,
- Building and maintaining positive relationships with clients and stakeholders,
- Increasing fseap market share,
- Developing customized Employee Assistance Programs for clients,
- Provide professional account management support to the clients such as orientations sessions, workplace consultations, reporting, promotional material, and creating awareness of the program,

- Responsible for negotiations, proposals, and presentations to current and potential clients

Family Service Regina is seeking an entrepreneurial individual with experience in non-profit operations, business strategy and planning. The successful candidate will partner with the Executive Director and work collaboratively with the management team. The ideal candidate possesses a post secondary degree in business, counselling, human services or human resources as well, has 3 - 5 years experience in a human service or business environment. Exceptional interpersonal skills, superior written and verbal communication skills, analytical skills and presentation skills are essential. You have strong computer skills with intermediate to advanced knowledge of Excel and PowerPoint.

We offer a caring and positive work environment. Salary is based in education and experience.

Forward your resume and cover letter to:
Shellie Pociuk, Executive Director
2020 Halifax Street, Regina, SK S4P 1T7
Fax: 306-757-0133
E-mail: spociuk@familyserviceregina.com